Department of Information Services
CUSTOMER ADVISORY BOARD
April 22, 2002
Meeting Minutes

Attending:
Jim Albert, Attorney General's Office
Peter Antolin, Office of Financial Management
Brian Backus, Administrative Office of the Courts
Thomas Bynum, Employment Security Department
Jim Eby, Department of Fish and Wildlife
Sue Fleener, Washington State Patrol
DC Grant, Liquor Control Board
Phil Grigg, Department of General Administration
Sadie Hawkins, Office of Financial Management
Dennis Jones, Office of Financial Management
Gary Maciejewski, Washington State Department of Agriculture
Sarah Marlow, Department of Revenue
Sam Marsaau, Department of Retirement Systems
Gerry McDougall, Department of Licensing
Jennifer McNamara, Department of Health
Bob Monn, Department of Ecology
Cathy Munson, Legislative Service Center
Fran Muskopf, Department of Health
Tom Neitzel, Health Care Authority
Christy Ridout, Department of Social and Health Services
Ron Seymour, Department of Financial Institutions
Doug Tanabe, Department of Personnel
Shelagh Taylor, Department of Labor and Industries

DIS Staff:
Lourdes Collins, Management and Oversight of Strategic Technologies
Stan Ditterline, Management and Oversight of Strategic Technologies
Gail Douglas, Management Services Acting Assistant Director
Nancy Jackson, Acting Communications Manager
Dave Kirk, Digital Government Applications Academy Manager
David Koch, Management and Oversight of Strategic Technologies
Ellen Langley, Office of the Director
Andy Marcelia, Management and Oversight of Strategic Technologies
Mike McVicker, Telecommunication Services Assistant Director
Kay Metsker, Computer Services Division
Becci Riley, Computer Services Acting Assistant Director
Laura Parma, Interactive Technologies Assistant Director
Tom Parma, Management and Oversight of Strategic Technologies
Paul Piper, Management and Oversight of Strategic Technologies
Glen Tapanila, Digital Government Applications Academy
Joyce Turner, Acting Deputy Director

Thomas Bynum, Customer Advisory Board Chair, called the meeting to order at 1:30 p.m. Thomas introduced the new DIS Director, Stuart McKee, to the CAB.

State Budget Update - Peter Antolin, OFM
Peter stated that the 2002 Legislature did not affect the digital technology pool funds and the existing allocations will not be affected. However $1 million of the funds have been transferred out of the revenue that supported the pool. OFM had set aside $1 million for small agency IT support, which OFM will be using as a balancing tool. With this in mind, OFM has contacted agencies to identify any available funds. The Governor lifted the hiring freeze and replaced it with agency targets. OFM analysts will be meeting with agencies to discuss the specific targets. OFM submitted an IT replacement policy proposal to the Legislature, and that recommendation is currently in place. The concern is how agencies will implement the replacement cycle given the limitations on equipment budgets. OFM would like to see desktop and software built in as items that need to be replaced on an ongoing basis. OFM analysts are available to assist agencies in this endeavor.

Subcommittee Reports:
Infrastructure – Phil Grigg
Phil stated the subcommittee is meeting less frequently because the environment has been set up and is operating in several agencies. The Exchange 2000 Survey went out and results will be presented at a later meeting. DIS sent the survey to determine each agency's expectations are for scheduling conversion to Exchange 2000. The results of the survey will help DIS determine when equipment needs to be placed in service.
Phil reported that the attendance at the Forest Application Developer's Group is spotty. He is encouraging every CAB member to send a representative whether the agency plans to be in the statewide forest to assist in determining the definition of common statewide data elements. Greg Arndt (DOP -360.664.6418) is the contact person for meetings

State/Local Government – Dan Parsons
No report.

Human Resources – Doug Tanabe
Doug stated that their subcommittee had not met recently. He mentioned that a representative from DOP will be contacting agencies to discuss what type of training courses agencies are currently offering and using. With this information, DOP is considering compiling a list of vendors that agencies could access for training which could possibly provide a cost savings to the state.

It Industry Focus – GartnerGroup
Josetta Bull provided a presentation on balancing agency needs. Handouts were provided and the presentation provided information on: IT Strategies in a budget-challenged environment; IS management priorities and; technology priorities; etc.

Policies Adopted by the ISB – Stan Ditterline

On behalf of the ISB, the Department of Information Services initiated a project in July 2001 to update the portfolio management and investment-related policies and standards. The project, which is part of the DIS Director's Performance Agreement with the Governor, is entitled Portfolio II. The purpose of the project was to update policies and standards to bring them in compliance with legislation that requires portfolio management and to reflect changes in the nature of agency IT projects. The ISB adopted these policies at its April 10th meeting. The changes address the following areas:

- Elimination of the Annual Portfolio Review Policy by including the annual update requirements as part of the Portfolio Management Policy.

- Modification of the Portfolio Management Policy to require an annual memo from agency directors due August 31 certifying that the agency has complied with the portfolio update requirements in the policy.

- Modification of the Disaster Recovery Policy and Standards to require an annual memo from agency directors certifying that the agency has complied with the disaster recovery policy requirements and aligning the due date with the portfolio update so that agency directors can combine them.

- Modification of the IT Security Policy so that the due date of the security policy compliance certification corresponds with and can be incorporated into the disaster recovery and portfolio update compliance memo.

- Modification of the IT Investment Policy to eliminate the $250,000 delegated authority when agencies lack a portfolio but have complied with IT Investment Policies and Standards.

- Modification of the IT Investment Policy to establish $50,000 and $250,000 delegated authority tiers for smaller agencies.

- Modification of the Severity, Risk and Oversight Matrices in the Portfolio Structure and Content Standards in recognition of higher visibility, lower cost, and shorter duration projects associated with digital government.

In addition, the policies will be posted on the web within the next few weeks.

Stan also mentioned the upcoming Symposium on April 25th, shared the agenda and advised the CAB that registrations were still being taken.

Legislative Update – Ellen Langley
A handout was provided. In summary:
- SSB 6439 Public Disclosure on public records security was signed on April 3, 2002 by the Governor.
- HB 2761 Technology project funding did not progress out of committee.
- Radio tower infrastructure project – appropriations totaling $200,000 were granted in the operating budget bill and the transportation bill to Department of Natural Resources, State Patrol and the Department of Transportation to build a geographic information system database of existing communications and towers statewide.
- SB 6226 UCITA – a bill adopting the Uniform Computer Information Transaction Act in Washington did not progress.

- SSB 2015 – Establishes procedures for protecting personal information, disposal and protection of personal information. The bill states that financial institutions, health care organizations, and other specific entities subject to federal regulation are deemed to be in compliance with the act if they comply with pertinent federal regulations.

HTML Status – Paul Piper
Paul stated the new standard will be available online by the end of the week.

New Business:
Thomas encourages all to review the ruling on diminimus use.

Doug Tanabe provided a handout on the upcoming IPMA conference to be held May 21 and 22 at St. Martin's College.

Meeting Adjourned. The next meeting will be held May 20, 2002 at the Worthington Center.